



## **Manager Talking Points 2011 Employee Engagement Survey**

*Managers should use the below talking points to inform employees about the 2011 employee engagement survey and its importance.*

*A list of communication activities is shown below, along with contact information.*

- SAIC's 2011 Employee Engagement Survey will take place June 1 – June 15.
- Similar to the 2007 and 2009 surveys, the 2011 survey will be administered by the Gallup Organization.
- The survey will include a total 33 questions, including the Gallup Questions, accountability index questions, and SAIC- specific questions.
- The survey should take approximately 15 minutes to complete.
- The questions in the survey measure the extent to which employees feel a sense of attachment to the organization he or she works for, believes in its goals, and supports its values.
- Engagement is a workgroup responsibility and every employee in the workgroup is responsible for driving engagement. Engagement is not the sole responsibility of the team lead/supervisor.
- Employee engagement makes a difference in our workplace and in our performance. At SAIC we found that stronger engagement is usually accompanied by higher unit performance and improved retention of our employees (please reference the [2010 business impact analysis](#)).
- A message from Walt Havenstein, CEO, and a message from Brian Keenan, executive vice president of HR, will be distributed to employees informing them of the survey. Gallup, the survey administrator, will send an email message on June 1 to employees with information on how to access the online survey. (See Communication Calendar below.)
- Some employees, under unique circumstances, will receive a paper-based survey. For these employees Gallup will prepare and send a paper invitation letter and a paper-based survey. Those surveys will be placed by the employee in a Gallup self addressed envelope (provided) and sent back to the Gallup organization, or employees will follow the collection process communicated by their HR organization.



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- Participation in the survey is voluntary; responses are sent directly to Gallup; safeguards are in place to ensure all responses are kept strictly confidential.
- Employees are strongly encouraged to participate in the survey. Responses will help SAIC to measure its continued progress in the 2007 survey focus areas:
  - Communication
  - Recognition of individual achievement
  - People management skills
- and provide metrics on the 2009 survey focus areas:
  - Accountability for action
  - Promoting development and growth
  - Aligning individual effort with SAIC goals
- Employees should respond to survey questions based on their current (time of survey) level of engagement and work environment. We recognize that employees may experience changes at different times of the year; however, our goal is to understand everyone's current engagement level within the context of their current supervisor and workgroup.
- Employees should charge the time spent taking the survey to either overhead or G&A, depending on their company.
- SAIC expects to receive initial enterprisewide results from Gallup in late July—in time to provide input to the IBPP Phase 2. Enterprisewide results and 2011 key enterprise areas of focus will be communicated to employees in September by Walt Havenstein.
- Managers with five or more direct reports will receive an engagement report with results by workgroup in August and will be expected to share the results with their team.
- Division managers will lead in building action plans for driving improvement to be incorporated as part of their organization's Annual Operating Plan (AOP); employees will participate in developing and implementing these plans.
- Training for managers who receive an engagement feedback report will be available in the August-September timeframe.



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### Communication calendar

Date	Action
<i>May 16</i>	Message from Walt Havenstein, CEO, encouraging participation, distributed to employees via email
<i>May 23</i>	Message from Brian Keenan, EVP HR, announcing survey period, distributed to employees via email.
<i>May 24</i>	Message from Gallup on confidentiality of survey distributed to employees via email (email will also serve as test for validating SAIC employee email addresses)
<i>May 26</i>	Message from group presidents/Cox distributed to group/Cox employees via email ( <i>optional</i> )
<i>June 1</i>	- Message from Gallup on start of survey, instructions for accessing survey, distributed to employees via email; paper survey packets distributed to limited audience - ISSAIC feature story on survey start
<i>June 1 - 15</i>	Survey reminder banner posted to homepage of Deltek T&E and SETS
<i>July – Sept.</i>	Post-survey communications

### Questions?

Contact [Cheryl Getty](#), SVP, Organization and Talent Development, 703-676-2714, or [Ana Coronel](#), Director of Organizational Change, 703-676-8713

### Learn more

- Employee Engagement at SAIC [Gallup presentation](#)
- Employee Engagement at SAIC [web site](#)